



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Sage Telecom, Inc.**  
**for Filing Period 7/1/2009 to 9/30/2009**  
**Tracking Number 3033**

**Performance Data - Code Part 730**

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	88.00 *	116.00 *	120.00 *	108.00 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	69.00 *	84.00 *	83.00 *	78.67 *
E. Percent of Service Installations Section 730.540(a)	99.60 %	100.00 %	100.00 %	69.87% *
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	86.60% *	81.40% *	87.10% *	85.03% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.37	1.44	1.47	1.43
H. Percent Repeat Trouble Reports Section 730.545(c)	4.10 %	2.70 %	2.80 %	3.20 %
I. Percent of Installation Trouble Reports Section 730.545(f)	15.10 %	9.70 %	13.80 %	12.87 %
J. Missed Repair Appointments Section 730.545(h)	7	11	8	9
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$254.13	\$316.61	\$146.84	\$717.58
B. Number of credits issued for repairs - 24-48 hours	32	27	25	84
C. Number of credits issued for repairs - 48-72 hours	7	6	5	18
D. Number of credits issued for repairs - 72-96 hours	6	7	2	15
E. Number of credits issued for repairs - 96-120 hours	1	2	1	4
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	9	22	9	40
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$19.50	\$0.00	\$0.00	\$20.00
B. Number of installations after 5 business days	1	0	0	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	13	19	16	48
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

**Disclaimer:**

Missed installation appointments for July-09 is 0.3%.